

**TERMS OF REFERENCE
FOR THE PROCUREMENT OF PABX COMPREHENSIVE MAINTENANCE
FOR THE PHILIPPINE DEPOSIT INSURANCE CORPORATION**

TECHNICAL SPECIFICATIONS	MINIMUM MANDATORY REQUIREMENT
1. Approved Budget for the Contract (ABC)	PHP800,000.00
2. Scope of comprehensive maintenance	<ul style="list-style-type: none"> • Supply and delivery of one (1) year software and hardware maintenance for the existing PABX System of PDIC • Comprehensive Hardware Maintenance for the Alcatel-Lucent OmniPCX Enterprise PABX System, which shall include the following services: <ul style="list-style-type: none"> • On-site semi-annual preventive maintenance of the system • Annual cleaning of the system • 24 x 7 unlimited telephone and remote support • 24 x 7 onsite assistance for corrective maintenance and service request • Hardware repair except for terminals, ie., phones, disconnection modules and cords • Response time for requests for assistance shall be within two (2) hours during office hours and within four (4) hours after office hours. • Provision of service unit for the system board, in case of breakdown • Provision of services for the transfer of the Alcatel-Lucent OmniPCX Enterprise PABX System to its new location in PDIC Pasong Tamo Office • Comprehensive Software Maintenance which shall include the upgrade/update of the following software licenses: <ul style="list-style-type: none"> • Omnivista • Alcatel Lucent Enterprise • HP Generic Appliance server for OXO • SUSE Linux • OXE SPS • Opentouch SPS Restart • Also includes implementation of major and minor software patches/bug fixes for the duration of the maintenance agreement
3. Delivery	<ul style="list-style-type: none"> • Delivery of Certificate of Coverage/Maintenance Certificate shall be within 30 calendar days upon the issuance of Purchase Order. • Maintenance service shall start upon the issuance of the Purchase Order.

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4. Others	Only quotations from suppliers that are duly authorized by the manufacturer (Alcatel-Lucent) shall be accepted. The Certification from the manufacturer authorizing the supplier to provide the services specified in the Terms of Reference should be attached to the quotation.
5. Payment	<ul style="list-style-type: none"> • One-time payment shall only be made upon delivery of the Certificate of Coverage/Maintenance Certificate and the issuance of PDIC of the Certificate of Completion and Acceptance of the Project • Any and all costs necessary for the supplier to fulfill its obligations shall be deemed included in their financial proposal. Any cost incurred in the fulfillment of the obligations but were not included in the financial proposal shall be shouldered by the supplier.